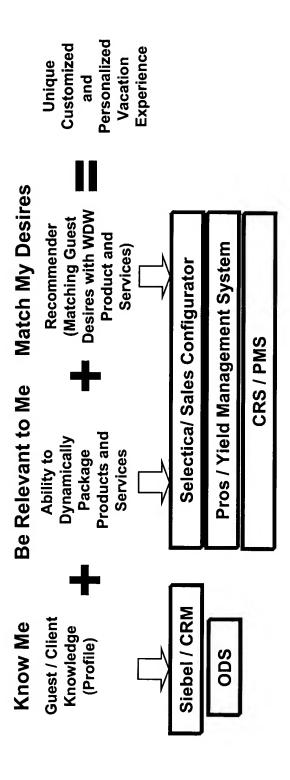
Express Mail No.: EV 311272802 US Filing Date: August 19, 2003 Docket No.: 58085-012200 Page 1 of 13



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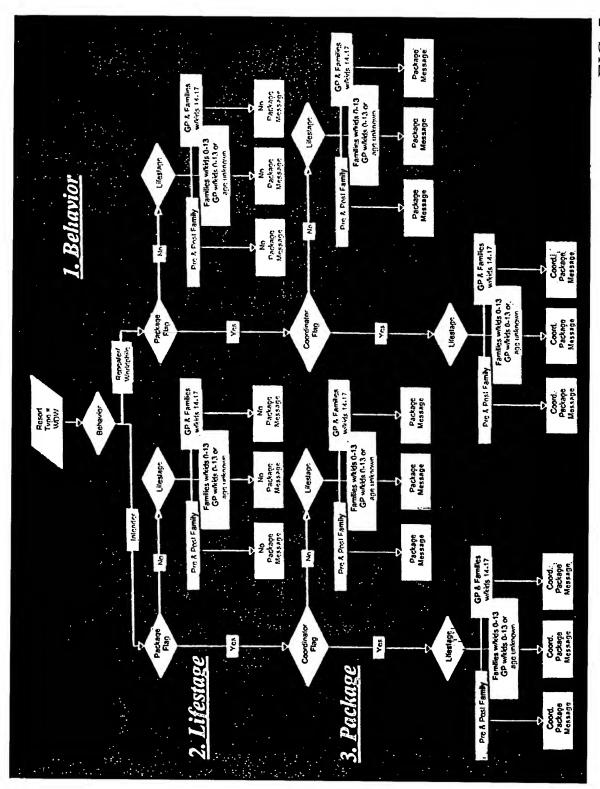
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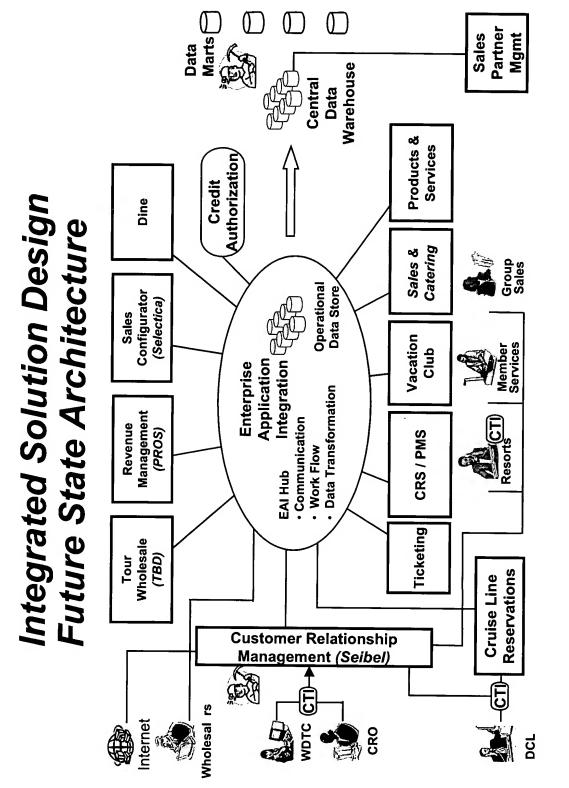
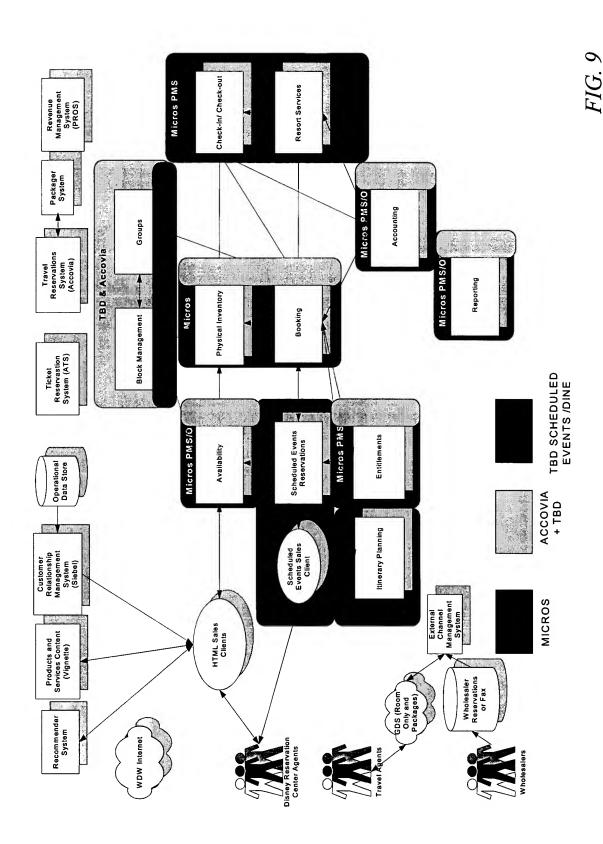


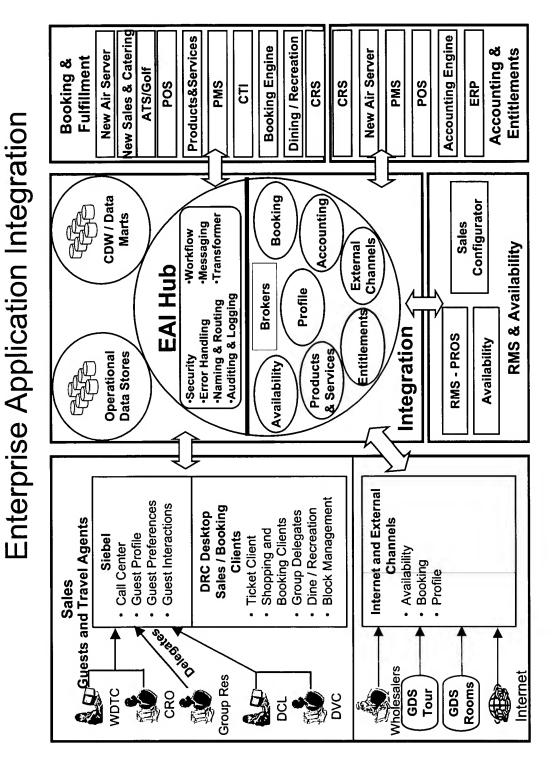
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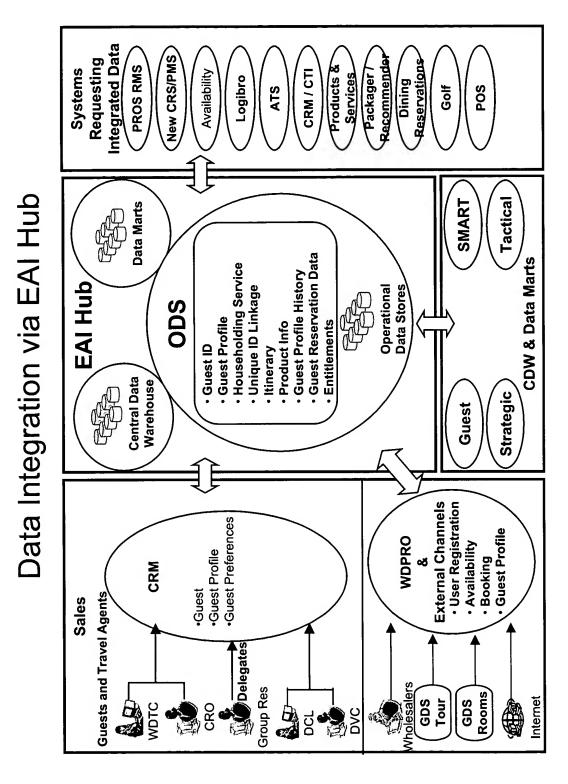


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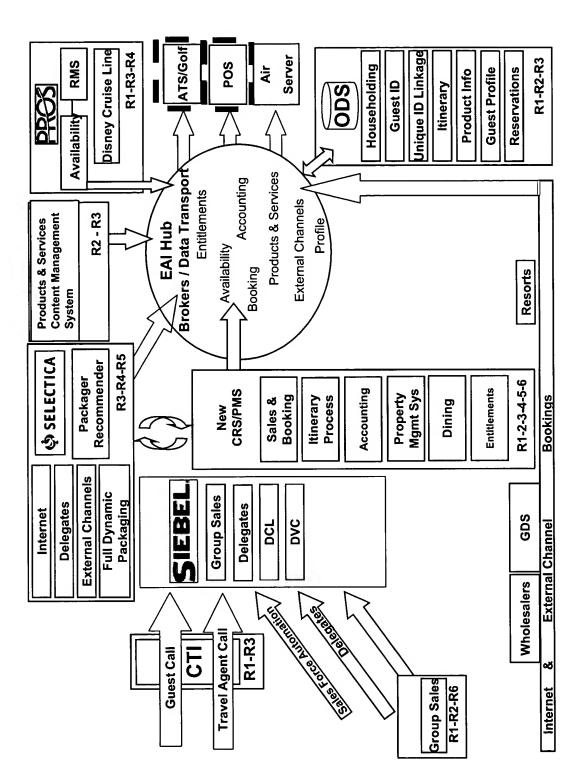




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# Glossary of T rms In Relation to Figures 1-12

### **ATS**

**Automated Ticketing System** 

#### **CRO**

Central Reservations Office

#### **CRS**

Central Reservations System that books and holds all reservations

#### CTI

Computer Telephony Integration

#### DCL

Disney Cruise Line

#### DRC

**Disney Reservation Center** 

## DVC

**DISNEY Vacation CLUB** 

#### EAI

Enterprise Application Integration

#### **ERP**

**Enterprise Resource Planning** 

#### **GDS**

**Global Distribution Systems** 

#### **GNH**

Good Neighbor Hotels are hotels in the Walt Disney World Resort area that have agreements with Walt Disney World to accept referral business from Walt Disney World.

## **GP**

**Grand Parents** 

#### HPH

Hotel Plaza Hotels are third party owned and operated resorts on Walt Disney World Property

# **MICROS**

Micros is a registered trademark of Micros Fidelio, Inc. and is packaged software providing central reservations and property management applications.

### **ODS**

Operational Data Store used to store operational data used by systems.

## **PMS**

Property Management System that supports the operation of hotels and fulfillment of purchased entitlements

# POS

Point of Service Application

#### **PROS**

PROS is a registered trademark of PROS Revenue Management, Inc. and is packaged software used to perform revenue management functions.

## **RMS**

Revenue Management System

#### SBC

Sales & Booking Client – user interface for reservation operators used to automate the sales flow

#### S&D

Swan & Dolphin Hotels are third party owned and operated resorts on Walt Disney World Property

#### **SELECTICA**

Selectica is a registered trademark of Selectica, Inc. and is packaged software used to house constraint based rules for the bundling of package components and the subsequent recommendation of those products.

## SIEBEL

Siebel is a registered trademark of Siebel Systems, Inc. This is packaged software for e-sales, e-marketing & e-service

#### **SMART**

Sales & Marketing Analysis and Reporting Tool

## **WDPRO**

Walt Disney Parks & Resorts Online

# **WDTC**

Walt Disney Travel Company